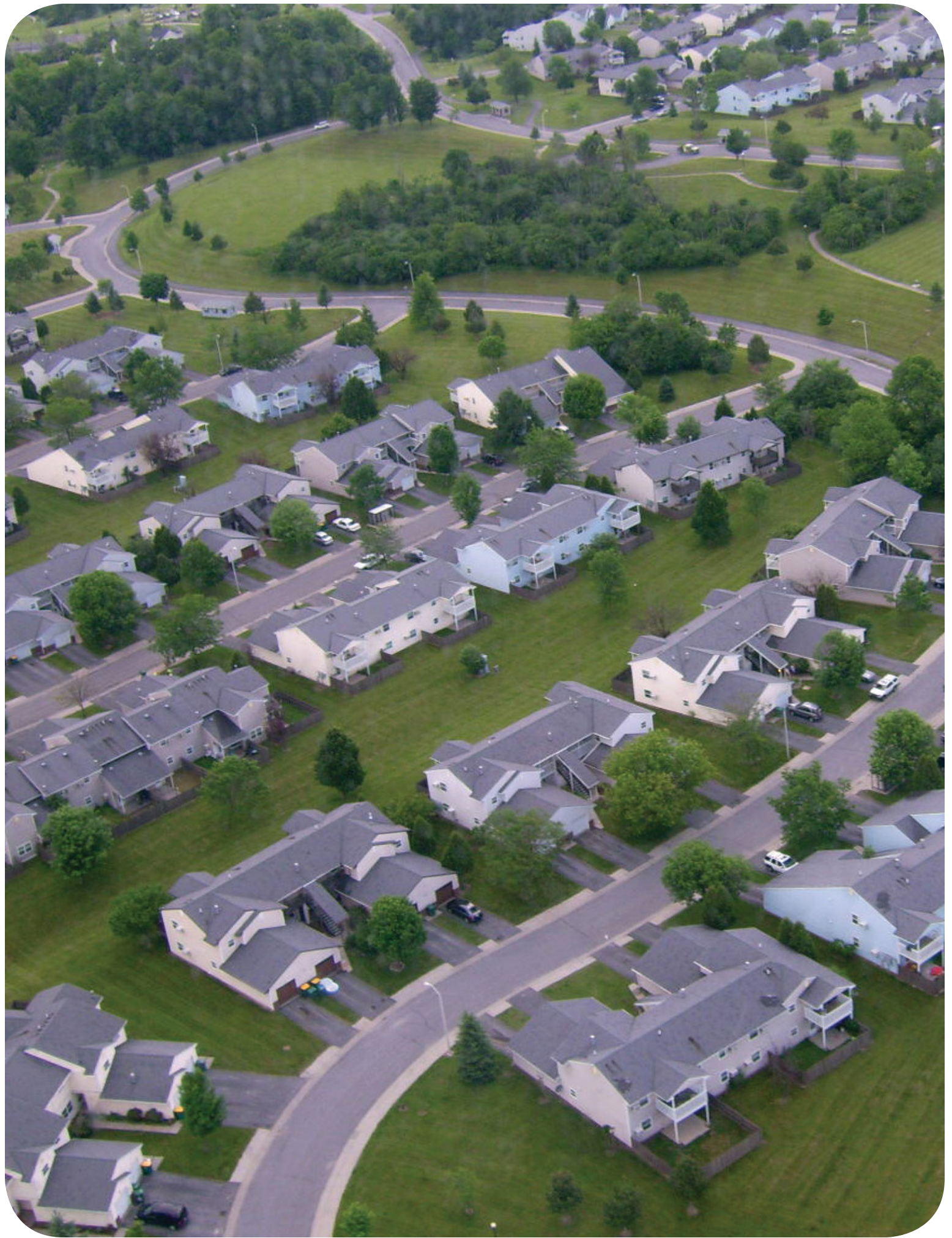


# RESIDENT GUIDE

Fort Drum Mountain  
Community Homes





# Welcome

Welcome to Fort Drum Mountain Community Homes. Our team is committed to providing military service members and their families with an enjoyable experience during their stay. We pride ourselves on providing efficient, quality services to our residents. Community offices are staffed with property management professionals that understand the special needs of military families and are eager to support you.

To maintain a safe, enjoyable and pleasant community for all our families, we have established the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook. It is intended to help you understand our services, policies and procedures, and explain what your responsibilities are as a resident. The policies found in this handbook apply to all Fort Drum Mountain Community Homes residents. It is an addendum to your Lease Agreement and is legally binding. We encourage you to familiarize yourself with policies in this handbook and share the information with your family.

It is our goal to be actively involved in our communities when it comes to providing property management services and community activities that will enhance resident life. We look forward to your family becoming a part of Fort Drum Mountain Community Homes.

Thank you,

Jenna Waite

Director of Property Management

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# Residency Terms & Policies

## Housing Agreement Terms & Guide Enforcement Policy

Fort Drum Mountain Community Homes is responsible for the enforcement of the Resident Lease Agreement and the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook. When Fort Drum Mountain Community Homes is made aware that the terms of the Resident Lease Agreement or the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook are not being followed, the resident will be advised of such violation through verbal notification, warning or letter as outlined in the Fort Drum Mountain Community Homes Community Standards Enforcement Policy outlined in **Section 2.10**. As necessary, follow-up letters may be sent to the Service Member's Command and the military housing partner.

Fort Drum Mountain Community Homes property management will always strive to work with residents to resolve problems. If any issue cannot be resolved, either Fort Drum Mountain Community Homes or the resident may elect to escalate the dispute to include military housing partner representatives and the Service Member's Command. If the parties agree on a resolution, they will enter into a settlement agreement or a consent order that memorializes the terms of the recommendation. Notwithstanding the foregoing and regardless of whether a dispute has been the subject of a mediation, at the election of either Fort Drum Mountain Community Homes or the resident, any dispute between Fort Drum Mountain Community Homes and the resident shall be resolved by binding arbitration in accordance with Dispute Resolution procedures.

### Policy Changes

Periodically, revisions to the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook will be necessary. Residents will be notified in writing **30** days prior to any changes and notices will also be posted on <http://www.fortdrummch.com>.

# Quick Reference Numbers

For all medical, fire or police emergencies, **CALL 911**

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## Fort Drum Mountain Community Homes: Welcome Home Center

Clark Hall	(315) 955-6644
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## Fort Drum Mountain Community Homes: Community Management Offices

Adirondack Creek	(315) 955-6640
Crescent Woods	(315) 955-6641
Monument Ridge	(315) 955-6642
Rhicard Hills	(315) 955-6643

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## Fort Drum Mountain Community Homes: Maintenance Services

Maintenance Office	(315) 955-6650
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## Fort Drum Army Community information and Civil Services

Army Community Service	(315) 772-6557
Community Life	(315) 772-0509
Child, Youth and School Services	(315) 772-6715
Emergency Chaplain Support Services	(315) 772-5647
Army Substance Abuse Program	(315) 772-6701
Commanding General's Hotline	(315) 772-6666
Staff Duty Officer (After Duty)	(315) 772-5647 / 5648
Fort Drum Information Hotline	(315) 772-3786
Fort Drum Directory Assistance	(315) 772-6011
Snow Delays & Road Conditions	(315) 772-3786

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## Fort Drum Municipal Emergency, Police, Fire, Medical Services

Emergency Number	911
Fire: Non-emergency	(315) 772-3180
Police: Non-emergency	(315) 772-2677
Fire Prevention Office	(315) 772-4702
Poison Control	1-800-222-1222

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**Utilities**

Time Warner Cable	(315) 782-5240
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**Transportation**

Household Goods Inbound	(315) 772-6320
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Household Goods Outbound	(315) 772-6314
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**Other frequently called numbers**

School Liaison Office	(315) 772-3214
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McEwen Library	(315) 772-6878
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Parks and Recreation	(315) 772-8222
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Employment Readiness	(315) 772-9611
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Fort Drum DMV	(315) 772-0543
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Fort Drum Veterinary Services	(315) 772-4262
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American Red Cross (Fort Drum)	(315) 772-6561
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Monti Physical Fitness Center	(315) 772-4936
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McGrath Sports Complex	(315) 772-9670
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USO	(315) 777-8006
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Town of LeRay	(315) 629-4052
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Hazardous Waste Storage Facility	(315) 772-4156
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Solid Waste Transfer Station	(315) 772-5944
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## SECTION 1

# SAFETY

At Fort Drum Mountain Community Homes, serving those who serve has been our primary mission. Keeping military families safe and comfortable in their home is our highest priority. Please review the following information and take actions to help keep you and your family safe.

## 1.1 Fire Prevention

Residents and their guests shall not engage in any hazardous activity that might cause fire or present a fire hazard. Report all fires immediately, regardless of size, to 911 and your Community Management Office. The Resident is responsible for all repair costs as a result of damage caused by their negligence or the negligence of any person on the premises with the Resident's permission or implied consent. If the premises become uninhabitable by reason of fire not caused by negligence or willful misconduct, the Resident may be offered another home, subject to availability.

- When cooking, stay within the kitchen and be attentive.
- Never store items under the broiler area of the stove as this can lead to a fire.
- Please take care not to block exits (doors and windows).
- Fire Extinguishers:
  - Fire extinguisher inspection/maintenance. Read and follow all instructions on the label. Inspect extinguisher at least ONCE per month.
  - Check that the extinguisher is charged. Pointer on pressure indicator must be in green. If pointer is in red or white section extinguisher is not ready for use. DO NOT TEST BY PARTIALLY DISCHARGING. Contact the community office immediately if you discover that your fire extinguisher is not fully charged.
  - Be sure the lock pin is firmly in place.
  - Keep the extinguisher clean. Check for dents, scratches, corrosion or any other damage.
  - Check the discharge nozzle. Make sure it is clean and free of obstructions.
- Gas grills, charcoal grills and deep fryers may only be used in accordance with local safety codes/regulations and according to the manufacturer's recommendations. These must be at least 10 feet from any combustible structure. These items are not to be used on second floor balconies or under overhangs.
- Open fires, portable outdoor fireplaces, fire pits or tiki torches are not allowed.
- All homes are equipped with smoke detectors and carbon monoxide detectors. These safety devices shall not be deactivated or removed. Residents are responsible for testing smoke detectors and carbon monoxide detectors monthly. Immediately report any smoke detector or carbon monoxide detector which does not work properly to Maintenance. Any questions about operation or performance can be directed to the Community Management Office.
- The house number shall be clearly visible from the street at all times. Please contact Maintenance if this is not the case.
- Do not store flammable materials in heater closet, near hot water heaters or near gas-operated dryers.
- Flammable materials must be stored in well-ventilated areas.
- Fueling of lawn mowers and other gasoline operated equipment and dispensing of any flammable liquids will be done outside of all buildings and garages.
- It is prohibited to operate kerosene or electrical heaters in homes or garages.
- Open camp fires and bon fires are not allowed on the property.
- All types of fireworks are prohibited on the property.
- Candle use can cause house fires. Follow manufacture's recommendations and never leave burning candles unattended.
- Inspect electrical cords to ensure there are no frays or bent plugs.
- Place furniture so that cords do not become crimped between the furniture and outlet. This could damage the cord and start an electrical fire.
- Never overload an outlet.



## 1.2 Gas Leaks

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Used properly, natural gas is safe, but leaking natural gas can signal potential danger. Since natural gas has no scent, a strong odorant that smells like rotten eggs is added to help you detect possible leaks.

- If you suspect a gas leak, evacuate everyone from the home immediately to a safe location outside the home and then call 9-1-1 to report the issue.
- Do not use matches, lighters or create a flame of any kind.
- Contact the Maintenance Department at 315-955-6650.
- Do not attempt to operate mobile or land line phones inside the home or turn on/off any switches/controls/lights/cars/garage door openers, etc. as this could ignite the gas and cause an explosion and fire.
- Do not re-enter the home at any point until the Fire Department or authorities have declared it to be safe.

## 1.3 Carbon Monoxide

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Carbon Monoxide is an invisible, odorless, colorless gas that can be created when burning fuels such as natural gas, wood, oil, propane, etc. In the home, cooking and heating equipment that burn fuels are a potential source of carbon monoxide. Vehicles and generators running where the CO could enter the home is another potential source. Your home is equipped with a CO monitor if it has an attached garage or appliances that burn fuel (other than electricity). Test CO alarms monthly.

If you need to warm a vehicle, remove it from the garage after starting. This is a common cause of carbon monoxide poisoning and can be life threatening.

If the CO alarm sounds or you suspect CO in your home:

- Evacuate everyone from the home immediately to a safe location outside the home and only then call 9-1-1 to report the issue.
- Contact the Maintenance Department at 315-955-6650.
- Do not re-enter the home at any point until the Fire Department or authorities have declared it to be safe

## 1.4 Home Evacuation Planning

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- Sketch out a floor plan to identify emergency exits (floor plans are available at most Community Management Offices).
- Practice family evacuation drills at least twice each year. Please refer to [www.nfpa.org](http://www.nfpa.org) for more information.
- Second level fire escape ladders can be purchased by contacting the Community Management Office.
- Monitor weather conditions in your area and take actions as needed to protect your family.

## 1.5 Window Hazards

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- Keep windows locked to protect small children from falls.
- Keep furniture or other climbable objects away from windows, decks and balconies.
- Educate children about risks and dangers associated with falls from windows, balconies and decks.
- Complete a safety check with your child's caregiver to ensure they understand potential dangers associated with windows, balconies and decks.
- Don't allow children to play near windows, balconies or decks while unsupervised.
- Don't underestimate a child's mobility. Children begin climbing before they can walk.
- Don't rely on screens as window safety devices. Screens keep bugs out – not children in.
- Mini-blind cords can create strangulation hazards for children. Keep cords as short as possible and ends separated as to not create a loop. Please contact the maintenance department if you have questions or need assistance with mini-blinds.
- Consider your needs and investigate installing building code window safety devices.

## 1.6 Poisons

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- Keep poisons and medications out of the reach of children's reach and completely inaccessible. Use child cabinet locks and latches where needed.
- Keep the poison control number available (800-222-1222).

## 1.7 Lead Based Paint

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All known areas of lead-based paint in Fort Drum Mountain Community Homes are remediated. Extensive testing and remediation has been done

to ensure lead paint is not a risk to our residents. Copies of the test reports are available for review by contacting the Community Management Office.

## 1.8 Water Hazards

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- The water heater temperature should be set at 120°F. Temperatures above 120°F can cause burns. Do not adjust the water temperature – call the maintenance department if problems exist.
- Never leave small children unattended in bathrooms, tubs/showers or pool areas. Empty pools after each use and turn up-side-down as only 1-inch of water can cause drowning.
- All man-made and natural ponds, creeks and ditches are off-limits. Storm water detention ponds are not for recreation (no swimming, playing, etc.)
- Learn to swim. The best thing anyone can do to stay safe in and around the water is to learn to swim. Always swim with a buddy; never swim alone.
- Maintain constant supervision. Watch children around any water environment (pool, stream, lake, tub, toilet, bucket of water), no matter what skills your child has acquired and no matter how shallow the water.
- Drainage ditches, ponds and water run-off areas are not places for swimming or playing. After heavy rains, swift water can take a human life. Even the strongest swimmers are no match for the power of the water. Swift water and debris can make ditches very dangerous.

## 1.9 Playground Facilities

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- Supervise children at playgrounds at all times.
- Observe and follow all posted rules and guidelines.
- Report any unsafe conditions to the Community Management Office.

## 1.10 Community Safety

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- Speed limit and other traffic signs are posted throughout the community. Abide by all posted signage for the safety of residents, children and guests.
- Transformers and utility boxes are not play areas and can pose high voltage electrical hazards. Do not allow children to play on them or dig around them.
- Report any non-working street lights or emergency lighting to Maintenance.
- If any dangerous wildlife is observed in and around your home, please contact the installation Wildlife Authorities and notify Fort Drum Mountain Community Homes by calling 315-955-6650 immediately.

## 1.11 Incidents

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Should any incident happen at a home or in the neighborhood where a bodily injury or property damage of any kind occurs, it is the resident's responsibility to notify Fort Drum Mountain Community Homes no later than the next business day. Required information includes

location, date, time and type of incident that occurred. In addition, a list of people injured, the nature of the injury or injuries, as well as any witnesses to the incident must be provided.

## 1.12 Parental Supervision

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Parents are responsible for their children and accountable for their conduct. To ensure children's safety, residents, associates and members of the community should report known violations to the appropriate authorities.

Parents are liable for damages caused by negligent or unlawful conduct of their children.

The Fort Drum Garrison Policy outlines specific guidelines for parental responsibilities and supervision of children. The detailed document may be viewed at [www.drum.army.mil](http://www.drum.army.mil). In summary, the child supervision requirements by age for Fort Drum are as follows:

- 0-3 years: Require close supervision while under direct visual contact
- 4-6 years: May play in an appropriately designated safe neighborhood area with immediate access (within eyesight or hearing distance and 30 second response time) and must be checked on at a minimum of every 20 minutes
- 7-9 years: Permitted to explore their environment and afforded protection with access to supervision (having the ability to contact a prearranged, responsible adult who knows the child's location)
- 10-14 years: Must be in a designated neighborhood area established by their supervisor and must check-in with their supervisor if changing locations

- 15-18 years: May supervise themselves and must be mature enough to notify contact person in case of emergency

While in the home (must always have access to designated adult in case of emergencies):

- 10-11 years: May be left alone for no more than three hours during the day or evening
- 12-14 years: May be left alone for no more than six hours during the day or evening
- 15 years and older: May be left alone overnight

In all cases listed above, a community center employee is not considered a supervisor. Residents must provide and designate their child's supervisor.

Violations that place children at risk may result in actions by:

- Command
- Fort Drum Mountain Community Homes
- Department of Emergency Services
- Local Law Enforcement
- The Family Advocacy Program
- Jefferson County Department of Social Services

## 1.13 Prohibited Play Areas

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Children must abide by signage and are prohibited from playing:

- Around unoccupied buildings and homes.
- At any construction site, whether or not work is in progress.
- Near government or contractor equipment (mowers, construction equipment, maintenance trucks, etc.).
- In or around drainage ditches or culverts.
- In or near ponds, creeks, sink holes, storm water detention ponds; or in any areas deemed inappropriate or unsafe.

- Recreational amenities have children "Age Appropriate" requirements that must be strictly followed.

It is the resident's responsibility to ensure that their children understand that they are prohibited from playing in areas specified above. The resident may be held accountable if their children are found in these areas.



# OPERATIONS

## 2.1 Hours of Operation

The following list outlines the hours of operation for Fort Drum Mountain Community Homes office facilities:

### Community Centers

- Monday through Friday 8 a.m. – 5 p.m.
- Saturday & Sunday by appointment

### Leasing Office

- Monday, Tuesday, Thursday, Friday 7:30 a.m. – 5 p.m.
- Wednesday, 8:00 a.m. – 5:00 p.m.
- Saturday & Sunday closed

### Management Office

- Monday through Friday 8 a.m. – 5 p.m.
- Saturday & Sunday closed

Fort Drum Mountain Community Homes offices are closed on most federal and approved holidays. Emergency maintenance services are available 24-hours a day. Refer to pages 8-9 of this handbook for a list of telephone numbers.

## 2.2 Office Location(s)

As part of our community-based management strategy, property management professionals are located conveniently throughout the property. Community offices are designed to foster communications with residents and make it easier for residents to interact with the Fort Drum Mountain Community Homes team.

Fort Drum Mountain Community Homes central office is located at:

### Welcome Home Center

10720 Mt. Belvedere Blvd. (315) 955-6644

### Community Centers

**Adirondack Creek**  
9797 Constitution Blvd. (315) 955-6640

**Crescent Woods**  
11799 Harvest Blvd. (315) 955-6641

**Monument Ridge**  
10897 Salerno Rd. (315) 955 6642

**Rhicard Hills**  
8499 Lewis Ave. (315) 955 6643

Fort Drum Mountain Community Homes maintenance service operations are centrally located within each community to ensure efficient service.

## 2.3 Move-In Process

Upon move-in, each resident will complete a move-in orientation with a Fort Drum Mountain Community Homes team member. A brief home orientation is conducted and notes are made concerning any items that show existing wear and tear.

Upon move-out, the move-in inspection is compared with current conditions to determine if any damage, beyond normal wear and tear, has occurred and if any damage charges need to be assessed.

## 2.4 Collection of Rent and Other Receipts

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When the home has been accepted, the resident is responsible for paying the pro-rated rent for the first month. Pro-rated rent is calculated by dividing the monthly rent amount by a 30-day month to determine a daily rate, then multiplying by the number of days in the month which the home will be occupied.

Acceptable forms of payment are cashier's check, money order, debit card, MasterCard and Visa. Once the resident accepts the home, the exact amount that is due upon move-in is then disclosed. In most cases, the monthly rental rate shall equal the Basic Allowance for Housing "with dependents" rate, for the senior service member resident at the premises. If any other resident of the premises becomes the senior service member, he or she will be required to sign an agreement and become the "resident".

Rent is collected monthly by allotment for active duty residents and by cashier's check, money order, debit card, MasterCard or Visa for non-allotment residents. Payment is due on the first day of the month for the previous month's rent (payment in arrears) for active duty service members. Non-allotment residents are required to remit rent on the first day of the month for payment of the current month's rent (payment in advance).

The allotment shall be adjusted periodically as the Basic Allowance for Housing (BAH) changes. Monthly rent is paid per lease agreement. If the local BAH for a resident's rank is decreased, but the BAH received by the resident is protected at a higher rate, the

allotment will continue at the protected BAH rate. In cases where a resident's BAH is rate protected due to changes in the local BAH, the resident agrees that rent shall equal the local BAH with dependents rate as shown on the senior Service Member's Leave and Earnings Statement (LES) residing at the premises.

Residents should review their LES to ensure the correct BAH allotment for monthly rent is reflected. Residents should immediately notify their community representative if their LES does not reflect the correct allotment for monthly rent or if an insufficient amount of rent via allotment is being paid to Fort Drum Mountain Community Homes. Residents are responsible for payment of monthly rent until such time as the home is cleared through Fort Drum Mountain Community Homes.

The resident shall notify Fort Drum Mountain Community Homes property management of any changes in his/her family status, military status or pay grade within 14 days of such changes. Failure to report changes may be considered a lease violation. If a resident's pay grade changes to a rank outside of the rank band of their home, the resident may request an in-house relocation through their local community representative. The resident is responsible for payment of all moving expenses related to any move caused by a pay decrease or increase. In-house relocation requests are reviewed by both Fort Drum Mountain Community Homes and the military housing partner and are dependent upon home availability.

## 2.5 Security Deposits and Fees

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Security deposits or background credit check fees are not charged for active duty personnel. DoD civilians, retirees, and other non-active duty

residents are required to pay a security deposit and fees associated with a background check.

## 2.6 Residency Requirements

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The resident will only be entitled to family housing in a Fort Drum Mountain Community Homes community during his or her military service, unless otherwise approved. The Resident Occupancy Agreement shall be subject to termination by Fort Drum Mountain Community Homes immediately upon the earlier of (1) the cessation of his or her military service or (2) the discontinuance of BAH.

All residents, including children, shall be accounted for within the Resident Occupancy Agreement.

The resident agrees that those included within the Resident Occupancy Agreement are the only persons who are permitted to reside in the home. It is the resident's responsibility to notify Fort Drum Mountain Community Homes of any change in the number

of individuals living in the home in writing within 14 days. If the resident becomes ineligible for Fort Drum Mountain Community Homes family housing due to reasons that include, but are not limited to, change of dependent status, drug conviction, felony conviction or cessation of military service, the Resident Occupancy Agreement will be terminated.

## 2.7 Resident Moves

Resident in-house relocation requests can be submitted for families that experience changes in eligibility for the number of bedrooms needed to accommodate an increase in Family size or a change in rank. Appropriate documentation is required to support a request. In-house relocation requests are reviewed by both Fort Drum Mountain Community Homes and the military housing partner and are dependent upon home availability. These types of moves will be made at the Service Member's expense.

In the case of a required relocation due to Fort Drum Mountain Community Homes development, the

resident is given a minimum 30-day written notice and the move is made at the expense of Fort Drum Mountain Community Homes only if the resident occupies another home within Fort Drum Mountain Community Homes. Costs incurred to relocate or reestablish telephone, cable, TV, satellite or internet service shall be the responsibility of the resident. If the resident chooses to move to an off-post location, the resident will incur the move cost. Resident may choose to submit their written 30 day notice to vacate with Fort Drum Mountain Community Homes anytime after receiving their written notice from Fort Drum Mountain Community Homes.

## 2.8 Evictions, Violations and Delinquent Accounts

Residents who fail to comply with the terms of their Resident Lease Agreement and the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook are subject to various remedies, including reports to Command, fees to bring the home into compliance, fines or possible eviction. The military housing partner will assist the community manager in notifying the Service Member's Chain of Command prior to the resident's referral into the debt collection process. If payment is not made or a payment plan agreed upon and adhered to, the resident may be issued a notice terminating tenancy, which may result in eviction if left unresolved. Residents are responsible to pay all amounts due prior to clearing their Fort Drum Mountain Community Homes home. In the event accounts remain unpaid, they will be sent to a collection agency.

### 2.8.1 Minor Violations

The processes and penalties for minor violations of the Resident Lease Agreement or the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook are described in the Fort Drum Mountain Community Homes Community Standards Enforcement Policy chart found on page 17 and are described as follows.

Examples of minor violations include, but are not limited to:

- Failure to maintain fenced backyard, flowerbed and property appearance standards
- Parking in front of or within 15 feet of a fire hydrant
- Parking in alleyways or other areas where parking is restricted (vehicles may be towed)
- Unauthorized commercial activities, including home childcare
- Excessive noise that disturbs others
- Unauthorized construction or alteration to any Fort Drum Mountain Community Homes structure
- Unauthorized or improper installation of window air conditioner units
- Unauthorized vehicle maintenance
- Curfew violations by minors
- Failure to allow maintenance staff access to homes for needed work
- Unauthorized or illegal RV, automobile, jet ski, boat or any other recreational vehicle storage at the resident's home or in surrounding community
- Failure to maintain residence, parking areas and surrounding areas
- Vehicles parked on the grass or on prohibited streets
- Placing storage containers, commonly referred to as "PODS," in driveways, on roads, in open vehicle stalls or on any Fort Drum Mountain Community Home property without prior written authorization from community office. Use of PODS is limited to a maximum of seven calendar days and is subject to removal without notice at the resident's expense
- Use of unauthorized storage sheds in common areas without prior written authorization from community office



## FDMCH COMMUNITY STANDARDS ENFORCEMENT POLICY STEPS

### Step 1: Initial Contact

Inform the resident of the violation verbally, through email or through a note.

### Step 2: Friendly Reminder

If the violation has not been corrected, resident is issued a reminder door hanger and has 48-hours to correct the violation.

### Step 3: Warning

If the violation has not been corrected at the re-inspection date, resident is issued a warning notice with a second re-inspection date and possible associated fees or fines.

### Step 4: Letter of Non-Compliance

If the violation has not been corrected at this point, the resident is issued a letter of non-compliance with 24-hours to correct the violation. This stage includes possible associated fines, and involvement of the Service Member's Command.

### Step 5: Fine or Letter of Eviction

Depending on the severity of non-compliance, resident may be fined and/or issued a Request for Termination of Housing.

### 2.8.2 Major Violations

Violations of the Resident Lease Agreement or the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook of a serious nature may result in immediate eviction. If the violation is not immediately corrected after appropriately notifying the resident of the violation, Fort Drum Mountain Community Homes may proceed with an eviction. In addition, Fort Drum Mountain Community Homes will contact the resident's Chain of Command and the military housing partner for consultation and appropriate action. Violations of a serious nature include, but are not limited to:

- Serious misconduct, including repeat minor offenses involving the resident, family member or guest
- Inherently dangerous or criminal actions
- Domestic disturbances
- Non-payment of damage charges
- Pet policy violations (including pet abandonment)
- Poor sanitary practices or housekeeping, including failure to properly dispose of refuse or store refuse containers
- Felony convictions
- Misconduct, which results in injury or property loss to a neighbor, Fort Drum Mountain Community Homes or the government

- Criminal activity by any member of the household or a guest
- Spousal or child abuse
- Failure to pay rent; failure to authorize (or discontinuance of) allotment
- Misuse, discharging or brandishing a weapon in the housing area
- Improper sublease or assignment of housing agreement
- Failure to comply with a Letter of Non-Compliance for a minor violation
- Unauthorized guests living in home

### 2.8.3 Corrective Action

Fort Drum Mountain Community Homes reserves the right to take corrective action for violations not corrected by the resident after a warning is issued if the violation affects the health or safety of other residents. Resident will be charged as needed for corrective actions. For a list of applicable charges, please visit [www.fortdrummch.com](http://www.fortdrummch.com) or contact your Community Office.

## 2.9 Dispute Resolution Procedure

Fort Drum Mountain Community Homes desires to work out any disputes with residents amicably and to a satisfactory resolution for both parties. If this fails, Fort Drum Mountain Community Homes or the resident has the option to choose binding arbitration using the most recent standards provided by the Dispute Resolution process.

Fort Drum Mountain Community Homes requires that residents live amicably within its communities. Residents and their guests shall respect the quiet use and enjoyment of other residents. In the event a resident dispute should arise, residents are encouraged to solicit Command involvement. Requests for resident moves will not be entertained as a result of resident disputes. Fort Drum Mountain Community Homes will engage the Service Member's chain of Command and the military housing partner to resolve issues between parties. Fort Drum Mountain Community Homes reserves the right to terminate all parties for continued disputes that substantially interfere with the right to quiet enjoyment of other residents in the community

## 2.10 Temporary Absences of Residents from Units

When planning to be away from their home for more than fourteen days, residents must notify their community center in advance by completing a Home Watch form, and they must provide a local emergency contact. In the event of an absence from the home, the resident is required to arrange for adequate care of the residence. Required care includes, but is not limited to, lawn maintenance, collection of mail, removal of newspapers, etc. Pets may not be left unattended. Should an emergency arise, Fort Drum Mountain Community Homes property management may enter the housing unit to ensure the integrity and safety of the unit and surrounding units. Written notice of such entry will be left in a conspicuous location.

### DISPUTE RESOLUTION PROCEDURE

#### GOAL

Resolve all issues at the lowest level in a timely manner

#### Resident



Resident addresses issue with his/her community office



If issue cannot be resolved at the community office level, it is elevated to the Operations Director.



If the issue cannot be resolved at the Operations Director it is elevated to the Director of Property Management



If necessary, Fort Drum Mountain Community Homes will work with its military partners throughout the resolution process.

## 2.11 Abandonment Policy

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Homes are considered abandoned when, after 30 days, there is no reasonable evidence other than the presence of personal property that the home is occupied and the resident has failed to notify Fort Drum Mountain Community Homes. Failure to pay rent may be considered evidence of abandonment. Fort Drum Mountain Community Homes will determine, in conjunction with the

military housing partner and the Service Member's Command, if a unit is abandoned. If a unit is reclaimed by Fort Drum Mountain Community Homes, the resident will be responsible for the cost of damages, cleaning, disposal or storage of personal effects and any unpaid rent. Fort Drum Mountain Community Homes is not responsible for personal belongings left in an abandoned home.

## 2.12 Guest Policy

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The resident is responsible for his or her guests, including any damage, theft or violations of the Resident Lease Agreement or the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook caused by guests. No guest or visitor may stay in the home for more

than 30 days without the expressed written consent of Fort Drum Mountain Community Homes. Requests for guest(s) staying longer than 30 days are evaluated on a case-by-case basis and in accordance with any deployment and installation policies. The request should provide specific reasons for the exception.

## 2.13 Access to Homes

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Fort Drum Mountain Community Homes will maintain keys for all its homes. With the exception of life-threatening or property-threatening emergencies, all Fort Drum Mountain Community Homes staff members must receive the resident's permission to enter a home for any reason other than completing a service request called in by the resident. If Fort Drum Mountain Community Homes determines that a home is in need of a preventive maintenance service and the maintenance dispatch team is not able to reach the resident by phone in a reasonable amount of time, Fort Drum Mountain Community Homes will try to delay the access until the return of the resident but need

not do so beyond 14 days. When a member of the Fort Drum Mountain Community Homes maintenance team enters the home to complete the repairs written notice of such entry will be left in a conspicuous location. No home will be entered if a minor child is present without an adult who is 18 years of age or older at the home.

### Key Authorizations

Children 10 years of age and older who are identified in the Fort Drum Mountain Community Homes Resident Lease Agreement and have appropriate government-issued identification, may be given a house key.

## 2.14 Commercial Enterprises Policy

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Contact your Fort Drum Mountain Community Homes community center for procedures on receiving approval for commercial enterprises.

## 2.15 In-home Childcare

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Residents desiring to provide childcare services in their private residences only can do so if they are under the direction of the Child and Youth Services (CYS) Certified Family Child Care Program. All childcare programs are subject to regulation by installation child services personnel. Any costs associated with modifications required to sustain business or obtain licensing will be the responsibility of the resident. The only exceptions to this policy are for those residents providing intermittent childcare not exceeding 10 hours per week on a regular basis and for persons who provide childcare in the child's home. Fort Drum Mountain Community Homes is not

responsible or liable for any misconduct, negligence or other offenses by any childcare provider and is in no way associated with the Child and Youth Services program(s) other than allowing their programs to continue to operate. Any modifications or alterations to the building required for certification by CYS must be done in compliance with the Resident Lease Agreement, the Fort Drum Mountain Community Homes Resident Guide & Community Standards Handbook, and will be paid for by the resident. The resident must return the home to its original condition prior to move-out.



## 2.16 Noise Control

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Excessive noise is prohibited on the installation. Quiet hours are observed between 10:00 p.m. – 6:00 a.m. daily. For enforcement purposes, “excessive” is defined as:

- Music vibrations or other sounds emanating from homes, yards or automobiles that can be heard from a distance of 30 feet or more in any direction of the house
- Noise in a public place that, under the circumstances, is unreasonably disturbing to the quiet and comfort of another person within the housing area
- Residents should be aware that excessive noise travels easily through building structures. Residents should refrain from excessive noise so as not to disturb the quiet use and enjoyment of their neighbors.

## 2.17 Housekeeping

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The military housing partner and Fort Drum Mountain Community Homes will investigate potential health or safety hazards resulting from poor housekeeping in coordination with:

- The resident’s Chain of Command
- Family Advocacy Program
- Child Protective Services
- Others as appropriate

**POOR HOUSEKEEPING  
MAY RESULT IN EVICTION.**

## SECTION 3

# TRAFFIC REGULATIONS, PARKING RESTRICTIONS & VEHICLE PROCEDURES

### 3.1 Speed Limit

The speed limit in all residential areas is 15 miles per hour unless otherwise posted. The speed limit for

areas with alleyways is 5 miles per hour. While passing soldiers or pedestrians, the speed limit is 10 mph.

### 3.2 Operating Areas

Privately owned vehicles (POV) are limited to hard surface roads designed for vehicular traffic. Operating a POV on sidewalks, bicycle paths, grass areas,

recreation areas or any area not specifically designed for vehicular traffic is strictly prohibited. Only bicycles and pedestrians may use dirt trails and paths.

### 3.3 Parking

Traffic regulations on the installation are detailed in current on the Fort Drum website at [www.drum.army.mil](http://www.drum.army.mil). Consult these existing documents for information on punitive measures for traffic regulations enforced by the Military Police. Additionally:

- Use of cell phones while driving is not permitted on the installation
- Residents must not interfere with the parking rights of other residents
- Residents may not park oversized vehicles and equipment in housing areas

Recreational vehicles, trailers, campers and boats (including jet skis, motocross bikes, ATV's, snowmobiles, etc.) may not be parked in housing areas including parking lots. The exception to this policy is an RV that is parked at the housing unit for no more than three hours for loading or unloading.

Vehicles parked on the street may pose a hazard for children, pets and other vehicles. In addition, vehicles parked in this manner can restrict access for emergency vehicles and service vehicles such as postal trucks, refuse trucks, moving vans and school buses. Community parking is for Fort Drum Mountain Community Homes residents and their guests only.

Additionally, no parking is allowed in the following areas:

- In a location that interferes with resident mailbox access
- In a location that interferes with resident access to their assigned driveway or carport
- Within 15 feet of a fire hydrant or any location marked by a red curb
- On curbs, sidewalks, lawns or grassy areas at any time
- In front of refuse and recycling containers located at curbside pick-up areas
- Parking against the flow of traffic
- Where "No Parking" signs are posted.

Inoperable vehicles are allowed to be parked for a period of no longer than 30 days. Notify your community center if you are aware of an abandoned vehicle without a proper permit. Residents departing permanently or on a temporary basis may not abandon their vehicle on Fort Drum Mountain Community Homes. ATVs are not allowed to be operated or stored in housing areas. Improperly registered vehicles may not be parked in the housing area. Violators may be issued a citation. If the problem is not corrected or presents a traffic or safety hazard, the vehicle will be towed immediately in accordance with installation regulations and at the owner's expense.

## 3.4 Vehicle Maintenance

Vehicle repair and maintenance activities are not allowed in any housing area at any time, except for the replacement of a flat tire or charging of a

battery. The installation has automotive centers established for vehicle maintenance purposes.

## 3.5 Vehicle Registration

Vehicles must have a current registration and proof of insurance as required by the State of New York. Vehicles must also have a valid NYS inspection.

Vehicles found on Fort Drum Mountain Community Homes property that are not in compliance with the above requirements will be cited and reported to the Military Police. If the owner has not taken corrective action to satisfy the registration within

three working days, the vehicle will be reported to the Military Police for further action, which may include removal of the vehicle. Fort Drum Mountain Community Homes reserves the right to remove any vehicle from its property that is illegally parked or presents a safety hazard to the community at the owner's expense.

## SECTION 4

# PET POLICIES

## 4.1 Guidelines for Pet Owners

Any violation of the pet policy may result in fines, loss of pet privileges or eviction. The following constitutes the pet policy for Fort Drum Mountain Community Homes:

- Residents may have a total of three pets (dogs and cats) in any combination. Dogs and cats are deemed appropriate domestic pets. Small animals such as birds, fish and guinea pigs are allowed as long as they are properly caged and cared for.
- Wild animals, exotic animals, farm animals or fish tanks/aquariums larger than 20 gallons are prohibited.
- Pit Bulls (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweilers, Doberman Pinschers, Chows, Presa Canarios, Cane Corsos, Neapolitan Mastiffs, Wolves, Wolf hybrids, including mixed breeds, are prohibited. This prohibition also extends to other dogs that demonstrate a propensity for dominant or aggressive behavior.
- All cats and dogs must be registered at the installation veterinary services office within 45 days of assignment to a Fort Drum Mountain Community Homes home. Cats and dogs owned by residents must be micro-chipped and must wear a current collar that includes a home address at all times. Cat and dog owners are required to provide a copy of verification of appropriate immunization along with pet registration to the Fort Drum Mountain Community Homes community office.
- Dogs must be licensed in the Town of Leray. Dog owners are required to provide a copy of dog license to Mountain Community Homes community office within 45 days of assignment.
- Pet owners have the responsibility to control their pets. Unsupervised and unleashed pets are not permitted in common areas or within picket fences. Please note that the fences installed at some Fort Drum Mountain Community Homes homes are not designed to contain a dog. Pets must be on a leash at all times when outside the home or enclosed yard. Voice command is not an acceptable means of control. Pets are not allowed in bus stops, playgrounds or tot lots at any time.



- Authorized animals are housed within the home. Garages or balconies are not suitable housing. Pets are not to be tied or staked outside the home. Pets are required to be in the home or in an enclosed backyard if unattended. Dog houses and kennels are permitted within enclosed yards only and should be removed prior to move-out. Kennels or houses must not be taller than the existing fencing.
- All yards and common areas should be kept clean of pet droppings. Owners must pick-up and properly dispose of pet droppings immediately in common areas as well as one's own premises. This will eliminate health and sanitary concerns. Avoid leaving pet food outside for prolonged periods of time, as it will attract insects and wild animals.
- Residents whose pets have litters must notify their respective community center and make arrangements for adoption within twelve (12) weeks of birth.
- Any modifications to the homes for pets (pet grills, reinforced fence) are strictly prohibited without prior written consent of Fort Drum Mountain Community Homes. Resident will be required to restore the home to its original condition prior to move-out.
- Pets must not prevent or obstruct employees or associates of Fort Drum Mountain Community Homes from properly performing their functions, duties and responsibilities. Please secure pets prior to the arrival of maintenance employees for scheduled service. If a family has completed a Permission to Enter form and a maintenance technician arrives and finds a dog is not kenneled, the work order will not be completed.
- Pets that are deemed aggressive or a nuisance are prohibited. Aggressive behavior is defined as unprovoked barking, growling or snarling at people approaching the animal, biting or scratching people and/or escaping confinement or restriction to chase people.
- Reports of unprovoked bites, aggressive and nuisance behavior may be cause for Fort Drum Mountain Community Homes to request the removal of the pet. Removal notices are on a case-by-case basis and involve a detailed review of all case histories, facts and future potential safety risks.
- Fort Drum Mountain Community Homes reserves the right to terminate the Resident Lease Agreement for those residents failing to comply with pet removal notices.
- Pet owners are financially responsible for damages caused by their pets.
- Abandonment of pets is prohibited.
- Guide Dog regulations will have exceptions to some of the rules as defined by "Title 40, U.S.C., and Section 291".

These policies are to be strictly observed and will be enforced by the management staff. These policies have been set forth to ensure a quality living experience for all those living in Fort Drum Mountain Community Homes. Management reserves the right to make such other reasonable policies that may become necessary to protect the care and cleanliness of the premises and community. Failure to adhere to these guidelines will result in fines and/or the termination of the Resident Lease Agreement.

## 4.2 Pet Houses

Pet houses may be placed in a fenced backyard only and residents must ensure the structure is:

- Of sound construction
- Painted
- Neat in appearance
- Cleaned of animal waste daily

- Kept free of ticks, fleas and other parasites
- Removed prior to move-out

Residents are required to restore grounds where a pet house was present prior to move-out and residents are responsible for any damages caused by the installation and removal of pet houses.

## 4.3 Disposal of Deceased Pets

Owners are responsible for disposing of deceased pets. Residents should call the Installation Veterinary Services for proper disposal procedures. Deceased pets are not to be buried on the premises.

## SECTION 5

# UTILITY CONSUMPTION & CONSERVATION

## 5.1 General

As a military family, it is of utmost importance to be responsible users of your utilities. This means actively conserving your family's energy and water use. By making a conscious effort to reduce your utility consumption, you will be helping the Department of Defense save natural and financial resources that can be better used in protecting our nation and providing services and support to our

service members and families. You also will be an integral part of Fort Drum Mountain Community Homes' effort to create sustainable communities and be good stewards of the environment in which we live and work. For more information about Fort Drum Mountain Community Homes conservation efforts, log on to [www.fortdrummch.com](http://www.fortdrummch.com).

## 5.2 Method

Your family's utility conservation efforts are required by several important items of legislation and policy:

- Department of Defense (DoD) Directive 4140.25 (Dated 12 April 2004)
- DoD Instruction 4170.11 (Dated 22 Nov 2005)
- Energy Policy Act of 2005, 42 USC 15801, (Dated 8 Aug 2005)

Housing consumes about 30 percent of the total energy used on military installations. The Energy

Policy Act of 2005 requires all federal facilities to reduce their energy consumption by 20 percent per gross square foot. This goal requires a concerted conservation effort by both residents and Fort Drum Mountain Community Homes. Residents must:

- Comply with installation energy conservation directives and guidelines
- Reduce energy waste
- Conserve water whenever possible

## 5.3 Energy Reduction

The following are some guidelines residents can follow to reduce energy consumption:

- Shut down all air conditioning units, lights and other appliances every time you leave your home
- Maintain temperatures within a range of 74-80 degrees Fahrenheit when operating air-conditioning units.
- Close all doors and windows when operating air conditioning units (this also prevents mold)
- Turn off all outdoor lights during daylight hours
- Turn off lights in unoccupied rooms
- Minimize water use when cleaning sidewalks or driveways
- Use cold water to operate garbage disposals and clothes washers
- Run fully loaded dishwashers to save energy and water costs
- Remove excess food from dishes prior to running dishwasher
- Avoid using washers and dryers during peak electrical demand periods
- Keep the refrigerator setting at the manufacturer's recommended level
- Ensure that refrigerator and freezer door seals are airtight
- Turn off computers and other unneeded electrical items when not in use

## 5.4 Violations

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Residents may be cited for violations of energy conservation guidelines.

## 5.5 Resident Utilities and SYNERGY Rewards Program

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In an effort to encourage the efficient use of energy, the Office of the Secretary of Defense (OSD) has established an energy conservation policy which holds the Soldier and their Family responsible for their electric and gas utilities. Water and waste water are not covered by this policy and are included as part of the rent. The policy seeks to increase awareness of energy usage ultimately leading to a reduction in consumption. Conservation is not only good for the environment, but also benefits Soldiers and their Families by allowing more money for home and community improvements. In contrast to Families living off the installation in market rentals, Mountain Community Homes covers the costs of normal utility consumption by residents.

OSD requires all homes be individually metered to measure electric and gas consumption. Mountain Community Homes has contracted with a company to monitor energy consumption and send out usage statements to residents.

### 5.5.1 SYNERGY

Mountain Community Homes participates in the SYNERGY (Saving Your Nation's Energy) program to educate and encourage residents to conserve and maintain a sustainable life style. Mountain Community Homes offers free energy audits and energy conservation workshops for residents, to provide additional resources for residents to achieve conservation.

### SYNERGY Rewards

The SYNERGY Rewards program is designed to encourage energy conservation by rewarding residents for demonstrating good conservation behaviors. Residents can earn Conservation Credits for below average energy usage and for energy use reduction. Credits may be redeemed online for popular merchandise. Additional credits can be earned by participating in online games, activities and other SYNERGY programs. Residents are automatically enrolled in the program but must activate their account to participate.

Under the SYNERGY Rewards program only residents whose consumption is deemed excessive are billed for their usage.

For detailed and current information about SYNERGY and the SYNERGY Rewards program, and tips on how to conserve energy, please visit a Community Management Office or the Mountain Community Home's website at [www.fortdrummch.com](http://www.fortdrummch.com).

### 5.5.2 Support for residents

To support the Army's utility program, Fort Drum Mountain Community Homes will provide energy-saving tips and educational programs to families through information and resources found on its website. Additionally, the Fort Drum Mountain Community Homes team is available to assist families with questions on the program. For more information about the utilities program, visit [www.fortdrummch.com](http://www.fortdrummch.com).



## SECTION 6

# ALTERATIONS, ADDITIONS & CONSTRUCTION

## 6.1 Alterations to Homes

New construction, additions or alterations by residents to Fort Drum Mountain Community Homes homes, including garages, patios and surrounding grounds are not allowed. Residents will not nail, screw, staple or bolt items into any exterior siding or roof (please see section 7.16 for approved methods for displaying holiday lighting). This policy is inclusive of satellite dishes. Requests for minor alterations must be submitted in writing to the resident's community office for approval

prior to any work being done. Please contact your community representative for complete details.

Unless the resident has written permission from Fort Drum Mountain Community Homes to leave the alteration in place, alterations will be removed and the cost to restore the area or housing structure to its original condition will be done at the resident's expense prior to the resident's move-out. Residents are liable for damages to houses and yard areas resulting from alterations.

## 6.2 Fences

Hanging of any personal items such as carpet, clothing or plastic over fencing is strictly prohibited.

## 6.3 Storage Sheds

Written approval for the placement of sheds or utility structures must be obtained through the community office prior to installation. The request must clearly and accurately define the proposed location in relation to the home, other fences and sheds, playgrounds, roads, parking areas, utilities lines, etc. A utility clearance is required before installing storage sheds to prevent placement of sheds over utility lines. Shed sizes shall not exceed 10' x 10' and the shed must be commercial type, properly constructed and anchored securely to prevent possible overturning from winds. All storage sheds must have metal or plywood floors. If painted, storage sheds must be compatible with the exterior color of the home.

Residents are responsible for:

- Removing personally owned or rented storage sheds prior to move-out
- Restoring turf upon removal of storage shed
- Damages to any property caused by the installation or removal of a storage shed. Additionally, storage sheds are not to be placed in any common area, garage or carport areas. Fort Drum Mountain Community Homes is not responsible for a resident's personal property stored in resident installed or existing Fort Drum Mountain Community Homes storage sheds.

## 6.4 Satellite Dishes

Residents who wish to install a satellite dish must submit a request in writing prior to installation. The equipment must follow the guidelines set forth in Section 6.4.2 and the applicable satellite dish agreement.

### 6.4.1 Responsibilities

Damages resulting from the installation or removal of a satellite dish are the responsibility of the resident. It is the resident's responsibility to ensure that the private company hired to install a dish complies with the guidelines found in Section 6.4.2.

### 6.4.2 Guidelines

Satellite dishes may not be installed or placed on the roof of any Fort Drum Mountain Community Homes home or structure. Satellite dishes may not be attached to exterior siding, garages, fences or walls. Satellite dishes may be mounted on a tripod placed in the backyard. Satellite dishes will not be placed in side yards, front yards or common areas. Additionally:

- Residents must apply for and obtain a dig permit from Fort Drum. Community Center staff is available to help Families with this process.
- Antennas and satellite dishes will be 18 inches or less and professionally installed with the approval of the Community Management staff.
- Holes will not be made in exterior siding, fences or walls
- Tree limbs will not be cut in an effort to obtain a better signal
- Cable runs for satellite dishes must not be used or installed in such a manner as to create a safety hazard.
- Vendor or installer will use existing cable wiring from junction box at residence and will not change box location
- Vendor or installer must not install additional junction boxes on exterior wall of the home
- When required to install a second parallel cable, permission must be requested in writing prior to installation. The second parallel cable must be cosmetically acceptable and the existing entrance hole must be used.
- Only one satellite dish is permitted per home
- Resident is responsible for removing the satellite dish system and restoring the grounds prior to move-out. Residents will be charged for removal and restoration if not properly completed prior to the move-out assessment.
- Improperly installed systems or systems installed without prior written permission from Fort Drum Mountain Community Homes will be removed at the resident's expense.

## 6.5 Locks, Latches, and Dead Bolts

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Residents that wish to have their locks changed should contact their community center. Residents must pay for this service unless a copy of a Military Police blotter is provided indicating the resident's safety is at risk. Requests to install chain locks, flip locks, barrel bolts, surface bolts or other types of security door guards are generally allowed but requests must be submitted in writing to the Community Manager and approved in advance.

Residents needing assistance due to lock-outs during normal operating hours need to contact

their community center. After hours, contact Fort Drum Mountain Community Homes through the afterhours maintenance number in the Quick Reference Numbers section of this guide. Residents who lock themselves out of their home after hours will be charged for additional after hours calls. Residents will not change locks, install deadbolts or duplicate keys for their home and residents may be charged for the repair or replacement of locks in violation of this policy.

## 6.6 Security Alarm Systems

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Resident installed security alarms requiring electrical wiring are not permitted. Security systems not hard wired are permitted, however, security codes must be provided to your community office for access during

emergencies or maintenance visits. Residents are responsible for damages caused by the installation or removal of resident installed security systems.

## 6.7 Lawn Ornaments

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Residents may place lawn ornaments on lawns if decorations are maintained and will not interfere with lawn service provided by Fort Drum Mountain Community Homes. Lawn ornaments are defined as decorative objects placed in the grassy area of a property and are limited to 18 inches tall and 24 inches wide. Fountains and other water moving ornaments/decorations are permitted with prior written approval by your community

center and are limited to no more than one such feature per home of a size no more than 18 inches tall and 24 inches wide. Holiday lawn decorations are permitted as defined in Section 6.16.

## 6.8 Rocks

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Rocks may be used for edging, as stepping-stones or for mulching. Residents are responsible for removal of all rocks installed around the residence prior to move-out unless the resident has approval in writing from the community manager to leave the rocks in place.

## 6.9 Painting

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Residents may elect to personalize their home by painting if they comply with the Interior Paint Policy. There are no deposits or fees collected for painting. All residents must receive approval to paint regardless of the paint option they choose prior to painting.

Fort Drum Mountain Community Homes has six approved paint colors including Sherwin Williams Dover, Moss Tint, Navajo White, Cargo Pants, Cottage Cream and Wool Skein. that may be used. Residents must complete a paint request form with their community office to paint their home using no more than 2 of the approved colors. If permission is granted and the home is painted within the approved guidelines and within the quality requirements, the resident will not be charged to return the home to its original color. Any damage or paint on any fixture, such as carpet, doors, windows, tile, blinds or any other fixtures would be considered damage and can result in charges at move-out.

Residents who do not elect to use the approved palette must still complete a paint request form prior to starting work. In this case, residents are required to restore the home to its original condition by selecting one of two options:

- A.** Prime all painted surfaces with original paint color
- B.** Pay per square foot of painted surface, payable at move-out

### 6.9.1 Painting Restrictions

Residents will not paint interior walls in the kitchen or in bathrooms. Residents will not paint the exterior of housing, including doors, patio, concrete enclosures, sheds, privacy fences, sidewalks or any other Fort Drum Mountain Community Homes property.

### 6.9.2 Borders and Wallpaper

Wall paper application is not authorized in any Fort Drum Mountain Community Homes home. Borders may be installed, but should be temporary and easily removed. Borders cannot be permanently attached. Residents will remove all borders and restore wall area to original condition prior to move-out. Expenses incurred for restoration repairs performed by Fort Drum Mountain Community Homes are the responsibility of the resident.

## 6.10 Nails

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Residents are asked to leave nails, picture hangers, screws and ceiling hooks in walls at move-out. Residents are not required to fill small holes left by nails or picture hangers prior to move-out.

## 6.11 Appliances

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Do not operate or store dishwashers, dryers, freezers, ranges, refrigerators and washers outside. It is not recommended to operate any appliances in the garage. Resident assumes all risk and is responsible for all damages to or resulting from improper appliance installation and location.

### 6.11.1 Personal Appliances

- Residents are responsible for the connection of resident owned washers and dryers
- When disconnecting washers, residents must ensure that the water connection is turned completely off and does not leak when the hoses are removed
- Residents may install freezers inside the home only

- Window air conditioners are not authorized without prior written approval from an Fort Drum Mountain Community Homes community office.
- Residents are responsible for disposal of resident owned appliances and window air conditioners in accordance with state and local laws. See your Fort Drum Mountain Community Homes community representative for locations that accept appliances and window air conditioners for disposal.



## 6.12 Pools, Hot Tubs and Jacuzzi

Safety First! Small wading pools that allow no more than 26 inches of water are permitted. An adult (18 years or older) must be present to supervise pool use and pools must be emptied after each use. Pools are not to be utilized in the front or sides of homes. Any damage to grassed areas is repaired at the resident's expense. Hot tubs, Jacuzzi and spas are not permitted for use in homes except when there is a documented medical need. Written

requests must be submitted to Fort Drum Mountain Community Homes and approved before installation and use. If a written request is approved by Fort Drum Mountain Community Homes, the resident must contact Fort Drum Mountain Community Homes upon completion of the installation to ensure plumbing installation is in order to prevent potential leaks and damage during operation.

## 6.13 Trampolines

Trampolines are inherently dangerous for the owner and, more importantly, for children. Therefore, Fort Drum Mountain Community Homes enforces a strict policy surrounding trampolines. All trampolines must have safety netting and meet all safety guidelines for installation as required by the manufacturer. Residents are responsible for damages or personal injury associated with a trampoline. Trampolines

must be installed on a level surface area and be clear of overhead hazards such as roof line, trees and power lines. Fort Drum Mountain Community Homes will not modify existing ground areas or tree canopy to accommodate a trampoline. Trampolines are not permitted in yards with a white picket fence. Contact your community office for more information.

## 6.14 Waterbeds

Waterbeds are allowed only on the first floor of homes with concrete slabs. Residents are responsible for all damages caused by the installation and/or use of waterbeds.

## 6.15 Patio, Lawn Furniture, Toys & Playground Equipment

Patio, lawn furniture, toys and playground equipment must be placed in the backyard. If there is no backyard, the side yard may be allowed with written permission from your community office. The number of pieces of equipment will be determined based upon safety, available space and overall curb appeal. If playground or other equipment hinders Fort Drum Mountain Community Homes

lawn services, the resident becomes responsible for maintaining the area. Playground equipment must be complete and have no defects so as not to cause safety or health concerns. The resident is completely responsible for the supervision, safety and maintenance of the equipment. The resident also is responsible for any damage or injury due to installation or use of the equipment.

## 6.16 Holiday Decorations

### **RESIDENTS ARE NOT ALLOWED ON ROOFS FOR ANY REASON.**

Reasonable use of inside and outside electric ornamental lighting and decorations is authorized. Do not penetrate roofs, siding or fascia with nails, staples, bolts, screws, etc. to install lighting. Use is restricted to dusk through dawn. Note the following:

- For safety reasons decorations may not be installed more than 5 feet off the ground
- Decorations may not be placed in areas where they interfere with snow removal or lawn maintenance

- Residents may use clips or tape that is specifically designed to install temporary holiday lighting
- Residents will carefully inspect and control ornamental lighting to avoid fire
- Extension cords are intended for occasional use and shall not be used on a permanent or semi-permanent basis inside or outside of any Fort Drum Mountain Community Homes home.
- Use of ornamental lighting is authorized as follows:
  - Thirty days prior to and three weeks after all nationally recognized holidays.

- Residents will ensure that all self-installed lighting will be used in proper applications and meet safety regulations
- Outdoor lighting and electrical cords must be Underwriter Laboratory (UL) approved and designed for outdoor use

- Residents are responsible for any damage and/or liability resulting from the use of ornamental lighting
- Practice energy conservation and limit the use of ornamental lighting to the evening time. Do not leave lighting on during daylight hours.

Additional guidelines apply to historic homes. Please contact your community office for more information.

## 6.17 Tents, Tarps and Covers

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Tents, tarps, screens or covers are not permitted anywhere on the exterior of the premises unless written permission is received from a Fort Drum Mountain Community Homes community

office. Temporary, one-day exceptions will be made with written authorization by Fort Drum Mountain Community Homes for family events. Roll-up shades are prohibited.

## 6.18 Basketball Backboards

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Portable basketball backboards may only be positioned alongside driveways and should not be placed in common area parking lots.

- Backboards that block access for trash collection or lawn service equipment will be removed without notice
- Backboards will not be located within 10 feet of streets, alleyways or cul-de-sacs and must be moved into a carport, garage or backyard when not in use
- Residents must remove backboards and restore grass areas damaged by basketball hoops prior to move-out
- Damaged backboards or backboards that are found to be unsafe must be removed immediately

# COMMUNITY RECREATION & FACILITIES

## 7.1 Fort Drum Mountain Community Homes Amenities

Fort Drum Mountain Community Homes constructs, manages and operates facilities that are designed for the residents of the communities they support. Community centers amenities are available for all Fort Drum Mountain Community Homes residents in all communities. Please observe the rules and regulations noted below that are designed for your convenience and safety. It is your responsibility to be informed of the rules and regulations. Fort Drum Mountain Community Homes reserves the right to prohibit the use of the facilities to any individual that Fort Drum Mountain Community Homes at its sole judgment determines has failed to comply with any of the rules and regulations herein or posted within the communities. Social and recreational facilities shall be used **AT YOUR OWN RISK**. The Owner Fort Drum Mountain Community Homes is not responsible for injuries sustained from the use of the facilities.

### 7.1.1 Community Centers

Community Centers are available during working hours from 8:00 a.m. to 5:00 p.m. for all residents and after hours in the recreation wing with an access card from 5:00 a.m. to 11:00 p.m. Use of the Community Center activity room for functions can be scheduled with Fort Drum Mountain Community Homes on a "first come, first served" basis. It is equipped with tables, chairs, access to kitchen facilities and access to the club room facilities. The meeting space may be rented by Mountain Community Homes residents for strictly non-commercial usage. No sales can occur. An agreement must be signed before the space can be utilized. The space is available between 6 am and 11 pm. Residents must be present at all times. Residents and guests agree to abide by all Community Guidelines and Policies of the Community and will not use the Community Center for any improper, illegal, dangerous or offensive use. Residents are responsible for leaving the rooms clean and ready for the next resident. Residents who do not clean rooms after use may be charged for cleaning. If additional cleaning is required to return the facility to satisfactory condition, additional charges may apply. Residents must lock and secure the building

up exiting. Failure to do so will result in fines. Residents are also financially responsible for any missing items or damages incurred while they have use of the room. The use of the Community Center for a function does not include use of the indoor playroom or fitness center unless otherwise reserved.

An Internet Café is available in each community center. Residents must have signed a Waiver of Liability to utilize this facility. The use of the internet is at your own risk. Filtering software is applied on the computers but there is inherent risk for traffic on non-desirable sites. We ask Residents to keep in mind that it is a shared space and limit use of internet stations to 30 minutes when there are others waiting.

### 7.1.2 Fitness Center

All Fort Drum Mountain Community Homes residents are authorized to use the equipment, contingent upon space available, at the time they wish to exercise. The fitness center is available during working hours from 8:00 a.m. to 5:00 p.m. for all residents and after hours with an access card from 5:00 a.m. to 11:00 p.m. Contact your Fort Drum Mountain Community Homes community representative to obtain an access card. Use fitness equipment properly. Do not lean or sit on the fitness equipment except when using the equipment for exercise. Notify Fort Drum Mountain Community Homes immediately if any equipment is not working properly. Children ages 12-15 may use the facility with a parent during business hours. Children 16 and over may use the fitness center during office hours unaccompanied. After normal business hours, children 18 and under may use the fitness center when accompanied by an adult who is responsible for their supervision and safety. No other children or infants are permitted in the fitness facility. It is advisable to consult with your physician before undertaking any exercise program. Food or alcoholic beverages are prohibited in the fitness center. Smoking or other tobacco products are prohibited in the fitness center. When using the fitness center, proper gym attire including gym shoes is required. All fitness equipment must remain in place. Pets are not allowed in the fitness center, with the exception of service animals.



### 7.1.3 Indoor Play Center

The Fort Drum Parental Responsibility Guidelines define appropriate parental / guardian care for this facility (see section 1.12 for Garrison Policy on parental supervision). Children age 3 and under may not be in the play center without supervision.

- Children ages 4-10 may use the facility with either in-room supervision or parent/guardian supervision in the fitness facility
- The activities in the playroom are not age appropriate for children over 10 years old.
- No food or drink other than plastic water bottles

### 7.1.4 Splash Parks

Residents should contact the Community Center for hours of operation. Splash Parks can be found at the Adirondack Creek and Rhicard Hills Community Centers.

**WARNING: USE AT YOUR OWN RISK!**

Using the splash park can be a hazardous recreational activity. Use the facility at your own risk! These risks include, but are not limited to, bodily injury, paralysis, brain damage / concussion, broken bones, and / or death. Common injuries include scrapes, bruises, and abrasions. Falls are likely to occur with slippery surfaces.

Residents must have signed a Waiver of Liability to utilize this facility. The following rules and regulations are in place for this facility:

- This is an unsupervised facility. Residents should respect others and share the space.
- Appropriate attire is required. No Diapers.
- No Dogs.
- No Glass.
- Residents must take care of this facility.
- For safety reasons, adult accompaniment is required for any child under 12 years of age.
- Keep trash in its place – in the trash can.
- Facility is closed during inclement weather.
- When wet, do not enter the Community Center through any other entrance than the restrooms.
- Restrooms are located in the Community Center.

### 7.1.5 Outdoor Community Recreation Areas

Each community is equipped with unique recreation areas for Residents to enjoy. Rules for each area are posted and should be abided at all times.

- Bark Parks: located in the Monument Ridge and Rhicard Hills Communities.
- BMX Park: located at the Adirondack Creek Community Center
- Skate Parks: located at the Crescent Woods and Adirondack Creek Community Centers
- Sledding Hill: located in the Monument Ridge Community

Residents should contact the respective Community Center for hours of operation.

**WARNING: USE AT YOUR OWN RISK!**

Fort Drum Mountain Community Homes is not liable for any injury or damage caused by the use of these facilities.

### 7.1.6 Tennis, Basketball & Volleyball Courts

Court availability is on a “first-come, first served” basis. When others are waiting to use courts, please limit your playing time. Residents are required to wear appropriate attire when using the courts. Pets, strollers, bicycles, skates, skateboards, scooters, riding vehicles and other such equipment are prohibited on the courts. Please dispose of all trash in the proper receptacles.

### 7.1.7 Playgrounds/Tot Lots

All those using the playground do so at their own risk. Only residents and accompanied guests under the age of 14 may use the playground. Residents are asked to follow all posted rules at playgrounds and tot lots. Residents assume all risks and liabilities associated with any injuries that might occur to themselves, their guests and occupants when using the playground. For safety reasons, all children under the age of 10 must be accompanied and supervised by a responsible adult. Please do not use the playground/tot lot when the equipment is wet or icy. Notify Fort Drum Mountain Community Homes if equipment is not working properly or if any equipment is missing. Roller skates, in-line skates, skateboards, bicycles, tricycles, riding vehicles and other such equipment are prohibited. Pets are not allowed on the playground/tot lots, with the exception of service animals. Please dispose of all trash in the proper receptacles.

Hours of operation for all playgrounds are from dawn to dusk daily. Playgrounds, pavilions, skate parks, basketball courts and tot lots are closed during the hours of darkness. Residents are required to report any vandalism to the military police and community center. Residents also are encouraged to identify vandals and report misuse and abuse of playground equipment to the community office. Reports may be made anonymously to <https://www.fortdrummch.com/Become-a-Resident/About-Us/Contact-Us>.

### 7.1.8 Common Areas

Common areas are for the use and enjoyment of all residents. All common areas, including but not limited to parking lots, breezeways, jogging trails, courtyard areas, the grounds surrounding your home, clubrooms, sport courts, creeks, lakes and pools must be kept clear at all times of trash, refuse and other obstructions. Please be aware that all items left unattended in common areas may be removed and disposed of by Fort Drum Mountain Community Homes personnel without notification. Please notify the Fort Drum Mountain Community Homes team of any burned out street lights or common area lights for replacement.

## 7.2 Bicycles, Skateboards, Scooters, Tricycles, Roller Blades & Like Equipment

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Bicycle riders and other types of road and sidewalk equipment operators must comply with the rules of the roadway for motor vehicles. All should be neatly stored away from front lawns and common areas. Additionally:

- Abide by traffic signs and signals; pedestrians have the right-of-way
- Bicycles must be secured to a fixed object with an appropriate locking device when not in use
- All bicycles must be registered with the Military Police.
- When present, obey traffic control personnel
- Use of appropriate safety gear is required
- No equipment may be operated on tennis courts, basketball courts or in and around community centers and office buildings
- No trick riding is allowed on the grounds, including jumping curbs, scraping curbs or riding curbs
- Parents must supervise their children to ensure all rules are followed

## 7.3 Yard and Garage Sales

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Fort Drum Mountain Community Homes residents may hold yard and garage sales in the community under the following guidelines:

- Signs may only be displayed for 24 hours and must be promptly removed following the completion of the sale
- Signs may not be affixed to trees, poles, street lights, community signs or mailboxes. Residents are encouraged to purchase staked signs available at local hardware stores to advertise for yard sales.
- Items must be removed from yard when sale is over

## SECTION 8

# MAINTENANCE PROGRAM

## 8.1 Maintenance and Repair Overview

Fort Drum Mountain Community Homes provides comprehensive maintenance services to ensure that safe functional homes are provided to all residents. The maintenance department strives to provide prompt, knowledgeable and convenient maintenance services that ensure resident satisfaction. The team works to protect and improve the physical assets of Fort Drum Mountain Community Homes.

## 8.2 Service Calls

Residents may initiate service requests 24 hours a day, seven days a week by calling the maintenance service desk or, for routine requests, by submitting an online service request through the website. Residents can obtain Permission to Enter (PTE) form at their community office, which authorizes maintenance to complete repairs in the home requested by the resident without their presence. A PTE is required to submit a routine service request online. Residents who do not authorize PTE must be present at the time service is performed. In this case, a maintenance member will not enter the home without an adult 18 years or older present. Service calls are classified as Emergency, Urgent or Routine.

Contact the  
Maintenance  
Department at  
**315-955-6650**

To submit a routine  
service request  
online, [CLICK HERE](https://www.fortdrummch.com/Current-Residents/Maintenance/Submit-a-Maintenance-Request)

[https://www.fortdrummch.com/  
Current-Residents/Maintenance/  
Submit-a-Maintenance-Request](https://www.fortdrummch.com/Current-Residents/Maintenance/Submit-a-Maintenance-Request)

### SERVICE REQUEST WORKING HOURS

Category	Day of Week	Time
Emergency	Monday - Sunday	24-Hours / Day
Urgent	Monday - Friday	8 a.m. to 5 p.m.
Routine	Monday - Friday	8 a.m. to 5 p.m.

### GOALS FOR SERVICE RESPONSE AND COMPLETIONS

Classification	Response Times / Completion Goals
Emergency	Respond within 2 hours. Work until emergency is contained or controlled.
Urgent	Respond within 8 hours during business hours. Work until urgent issue is contained or controlled.
Routine	Respond to call within 3 business days (M-F 8 a.m. to 5 p.m.). Complete within 2 business days following response (subject to resident availability to be present for work if no PTE is provided).

## SERVICE CALL CLASSIFICATIONS

Call Type	Definition
Emergency	Breaks in water, wastewater or gas lines, gas leaks, equipment failures, refrigerator inoperative, utility outages and doors and windows that cannot be secured.
Urgent	Urgent service calls are those that are not an emergency, but require quick attention. Typical calls include contained water leaks, one of two or more toilets or sinks clogged or a partial power loss (example: no power upstairs).
Routine	Routine service calls are those that do not meet the definition of emergency or urgent service calls. The dispatcher will review work requirements and notify residents of approximate date or time that service can be expected. Residents should promptly report repairs that are beyond the capability of the resident to Fort Drum Mountain Community Homes for action.

During regular hours of operation, the Fort Drum Mountain Community Homes service desk performs all tasks including the receipt of service calls, classification of service calls and appointment scheduling. After regular hours of operations, the phones change to an answering service that allows residents to report maintenance issues using a series of telephone prompts. Emergency and urgent service calls reported will be immediately referred to an on call service technician. Routine service requests will be addressed by the maintenance service desk on the next business day.

Residents are required to perform minor maintenance tasks in their home before calling the maintenance service desk. By doing so, maintenance personnel will be able to concentrate their efforts on work that requires their special skills. Such tasks include plunging toilets and sinks, tightening screws on hinges, replacing light bulbs, resetting garbage disposals and other simple maintenance tasks that can be done without specialized training or tools.

### The resident is responsible for items such as:

- Replacing light bulbs
- Resetting circuit breakers
- Replacing doorstops or bumpers
- Replacing or tightening loose screws on hinges and tightening cabinet hardware

- Replacing air filters in heating and air conditioning units (filters are provided free of charge through community centers)
- Turning off water valve in case a toilet overflows
- Weeding and upkeep of flower and plant beds
- Properly disposing of CFL bulbs (contact maintenance for guidance)

### Fort Drum Mountain Community Homes is responsible for items such as:

- Adjust gas burners
- Repair leaky pipes
- Repair or replace faulty wiring
- Replace or repair Fort Drum Mountain Community Homes owned equipment or appliances
- Attach nails, staples, brackets or any other item to the outside of the home

### 8.2.1 Service Call Classifications

Service calls are classified as Emergency, Urgent or Routine based on the established criteria and are responded to accordingly. Please reference the graphic above

## 8.3 Preventive Maintenance Work

All homes are required to have a preventive maintenance service and inspection annually. This work is required to ensure the safe and efficient operation of all installed equipment as well as the exterior structure. Preventive maintenance includes, but is not limited to:

- HVAC units and water heaters are inspected and preventive maintenance is performed as needed
- Inspection of smoke detectors



- Exterior inspections and informal condition assessments (foundation settling, mildew, roof and gutter, as well as an inspection of bushes and trees) will be performed annually or as needed

Residents will be contacted by a dispatcher to schedule all preventive maintenance work when access to the interior of the home is required. If Fort Drum Mountain Community Homes determines that a home is in need of a preventive maintenance service and the maintenance dispatch team is not able to reach the resident by phone in a reasonable amount of time, a 48-hour notice of entry will be left at the door. At the end of the 48-hour period, a member of the Fort Drum Mountain Community Homes maintenance team will enter the home to complete the repairs. If residents are not home

at the scheduled time of service, the service still will be performed and notification of such service will be left on the resident's door. No home will be entered if a minor child is present without an adult who is 18 years of age or older at the home.

For planned utility outages, affected residents will be notified at least 48 hours prior to the planned outage if the information is available. Otherwise, residents will be notified as quickly as Fort Drum Mountain Community Homes is aware of the utility outage. Notification to residents may include a combination of the following methods: announcement on the Fort Drum Mountain Community Homes website or Facebook page, a flyer delivered to each home, information signs posted in the community, a posted notice at a community center or a telephone (Call Max) message.

## 8.4 Pest Control Services

Pest Control services are offered on an as needed basis. During occupancy, this service is managed through the service request process. Household pests consist of infestations of ants, roaches, rodents, wasps, hornets and bees. Residents are required to treat minor pest problems including spiders. The resident is required to keep their residence in clean condition and store food in sealed containers.

Failure to properly store food will invite unwanted pests. Fort Drum Mountain Community Homes staff will educate residents on appropriate steps for pest control and will treat for infestation after an attempt made by the resident to eliminate the problem fails. Pest control for infestation due to pet ownership will be the responsibility of the resident.

## 8.5 Refuse Collection & Recycling

Refuse collection is provided to residents weekly on designated days. Recycling collection is provided to residents bi-weekly on designated days. Residents will be notified of scheduled refuse and recycling pick-up days at the time of move-in by a community representative. Refuse and recycling cans should be placed curbside by 7 a.m. on the designated service day. Refuse and recycling receptacles should not be placed curbside the night before scheduled pick up. Receptacles must be stored within 24 hours of refuse and recycling service.

Refuse and recycling receptacles are provided by Mountain Community Homes and are the responsibility of the resident. Receptacles should be labeled with the resident address on the inside of the lid. If receptacles are lost, defaced or not stored properly fines will apply.

Please refer to the Mountain Community Homes website at [www.fortdrummch.com](http://www.fortdrummch.com) for a list of potential fines.

### 8.5.1 Refuse

Residents should place all trash/refuse in bags to prevent insects and other pests from being attracted

to refuse cans. Residents should periodically rinse out refuse cans/containers to prevent odors. Old cooking oil may be disposed of in regular trash but should be placed in a suitable, non-breakable container prior to placing in trash. Automotive oil, tires, car batteries and appliances cannot be accepted at any time. As a reminder, automotive repairs including the changing of oils are prohibited in Fort Drum Mountain Community Homes housing areas.

### 8.5.2 Recycling

Recycle service accepts paper, cardboard, plastic, glass and metal products and items do not need to be separated. Please rinse all containers before placing them into the recycle bin.

### 8.5.3 Bulk Pick-Up

Bulk pick-up includes items such as furniture or other large items. Due to environmental concerns, bulk pick-up will not accept appliances or other mechanical assemblies that contain oils or other fluids. Hazardous waste will not be picked up by the refuse collection company. Residents must take

items such as air conditioners, batteries and propane tanks to an appropriate disposal site. Information can be found on the Fort Drum Mountain Community Homes website or by contacting a Fort Drum Mountain Community Homes community office.

#### 8.5.4 Green Waste

Residents are encouraged to recycle green waste. Green waste such as limbs and leaves should be disposed of in the wood line to naturally decompose.

#### 8.5.5 Hazardous Materials

Hazardous materials may be disposed of at the local Hazardous Waste Storage Facility located at Building 11144. Household hazardous waste accepted

includes automotive fluids, pesticides, bug spray, paints, household cleaners and batteries. Small quantities of household cleaner are permitted in household trash. Paint must be left out to evaporate. Empty paint cans and dried paint can be disposed of in normal household trash. Fort Drum Mountain Community Homes cannot accept propane tanks, refrigerators, air conditioners, tires, batteries or mattresses of any size. Tires and batteries may be dropped off at the auto craft shop located on post. For information on the disposal of specific items, please contact your community center.

All electronic waste should be dropped off at the Solid Waste Transfer Station Building P-11001. E-Waste accepted include items such as computers, televisions and printers.

## 8.6 Grounds and Landscape Maintenance Program

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Regular grounds maintenance is performed for all common areas, facilities, front, side and backyards of all homes (provided they are not fenced). Common area maintenance includes:

- Mowing
- Edging
- Mulching
- Routine tree and shrub pruning

Residents are responsible to weed and maintain their flower and plant beds as well as mow and edge any portion of their yard that is fenced. Grounds and landscaping crews will not mow or edge around personal items, so please ensure that your yard is free of toys and debris on your scheduled lawn service day. Residents who trim bushes or other planted materials are required to dispose of green waste in the wood line to naturally decompose. Mowing and

weeding responsibilities will be discussed upon move-in to include resident responsibilities for their home.

Residents are also responsible for:

- Weeding of plant and flowerbeds
- Watering lawns as needed and in accordance with installation guidelines. Check with your community office for seasonal installation watering guidelines.
- Flowerbeds should be kept free of grass, weeds, dead plants and trash.
- Requesting prior written approval from their community office before installing personal landscaping features.
- Planting of trees and/or bushes, is prohibited. Decorative flowers are permitted, however, the resident may be required to remove flowers and restore the landscaping to its original condition prior to move-out.

## 8.7 Snow Removal

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For the safety of all, residents are required to remove any accumulation of snow / ice on the exterior stairs, walkways and driveways of their homes within 24 hours. All entrances to the home must be accessible (including back door entrances). In the event of an emergency, it is imperative that safe access is available for emergency services and for the safety of residents. Please note that service order requests will not be performed if the pathway is not clear for technicians. If planning to leave the area for any extended period of time, the resident must arrange for snow removal. Please contact the Community Management Office for a list of snow removal service providers. Fines may be issued for accumulations of snow over 3 inches or untimely removal of snow/ice.

Mountain Community Homes snow removal services maintain community roadways, loops, sidewalks, bus stops and mail kiosks.

## SECTION 9

# CRISIS MANAGEMENT & DISASTER SITUATIONS

## 9.1 Warnings

Fort Drum Mountain Community Homes works in conjunction with the Army in following the published installation procedures for Emergency Warning Announcements, inclement weather and other emergency situations. All families should have an emergency evacuation plan, including a designated place to meet outside the home. Emergency announcements may be made:

- In person
- On local radio or television
- By siren alarm
- Via public address system

Fort Drum Mountain Community Homes will attempt to inform, warn, advise and help save lives and protect property. It will be everyone's personal responsibility to make adequate preparations to

protect themselves and those for whom they are responsible. Residents are required to cooperate with Military officials, police, fire department personnel and Fort Drum Mountain Community Homes staff during emergencies in order to safeguard lives and property. In the event of disaster situations Fort Drum Mountain Community Homes residents are advised to shelter in place unless otherwise directed by installation command and/or law enforcement personnel. All Fort Drum Mountain Community Homes residents are highly encouraged to maintain a disaster readiness kit able to sustain their family and pet(s) for at least three days.

After an emergency, all service members and their families are to report their status to their command at the first available opportunity. For more useful information and tips on how to prepare a family disaster readiness kit, visit [www.ready.gov](http://www.ready.gov).

## 9.2 Procedures and Directives

Emergency procedures and recommendations will be provided to the resident in handouts or announcements when and as they become known.

## SECTION 10

# RENTERS INSURANCE

## 10.1 Renter's Insurance

Resident acknowledges that Fort Drum Mountain Community Homes is not providing any renters insurance in connection with this Lease. Residents are encouraged to obtain renter's insurance from their preferred insurance provider at Resident's cost.

# MOVE-OUT PROCEDURES

## 11.1 Resident Lease Agreement Termination & Move-Out Procedures

The Resident Lease Agreement includes a clause requiring residents to notify Fort Drum Mountain Community Homes of their intent to vacate. Residents must notify their community center in writing 30 days prior to vacating or as soon as notification of transfer to another duty station is received. If a service member is not able to provide the written notice to vacate, the spouse must provide the notice with a Special Power of Attorney (SPOA). All other reasons that will result in the termination of the Resident Lease Agreement, such as retirement, also require a 30 day notice. If the home has been pre-offered, the move-out date may not be extended. If the home is to be cleared by anyone other than the Service Member, a Special Power of Attorney is required from the Service Member designating an agent to act on his/her behalf in matters regarding Fort Drum Mountain Community Homes homes. This is a mandatory requirement. Residents may obtain a copy suitable for notarization at their community office or online at [www.fortdrummch.com](http://www.fortdrummch.com). Once Fort Drum Mountain Community Homes receives the written notice to vacate, a Move-Out Information Session date and time are provided and a final assessment is scheduled.

### 11.1.1 Move-Out Information Session

The Resident Lease Agreement requires a 30 day notice be given to the resident's community office prior to move-out, and residents are encouraged to provide early notice once their departure date is known. Receipt of early notices will assist in forecasting move-outs; therefore facilitate the notification and processing of incoming residents. Upon receipt of the move-out notice, Fort Drum Mountain Community Homes property management will:

- Provide a move-out brochure detailing the move-out process and expectations
- Provide the service member with a Move-Out Information Session schedule with a recommended session for the resident to attend prior to move-out

Upon request, the property management team will complete a pre-inspection prior to move-out. During the Move-Out Information Session, Fort Drum Mountain Community Homes Property Management will:

- Discuss the move-out process and expectations
- Discuss cleaning expectations and requirements
- Discuss proper disposal of hazardous materials
- Discuss the difference between normal wear and tear and damage
- Provide residents with a copy of the damage assessment sheet
- Provide time for group and one-on-one questions regarding the move-out process



In advance of your move-out assessment, please complete the checklist below. These items may help you avoid confusion and unforeseen costs.

### » Personalization

Any home improvements that occurred during the residency (unless otherwise approved by management) must be reversed. The home must be returned to its original condition.

### » Painted Walls

Residents who elected to paint within the approved color palate, received permission from Fort Drum Mountain Community Homes and painted their home within the approved guidelines, and within the quality requirements, will not be charged to return the home to its original color.

Residents who did not elect to use the approved palate, but did choose to paint, must still have an approved paint request form. In this case, residents are required to restore the home to its original condition prior to move-out by selecting one of two options:

- A.** Prime all painted surfaces with original paint color.
- B.** Pay per square foot of painted surface, payable at move-out

Any damage or paint on any fixture, such as carpet, doors, windows, tile, blinds or any other fixtures would be considered damage and can result in charges at move-out.

### » Cabinets

Please have all the cabinets and doors in the kitchen and bathrooms open to speed up the inspection process.

### » Mail Forwarding

Check your mailbox and work with your post office to ensure your mail is forwarded prior to move-out.

## 11.1.2 Move-Out Assessment

We have designed a simple move-out process for our military families that reduces the stress of the experience. When a home is cleaned regularly, it should only require a wipe down, sweep and vacuum at move-out. We expect that you leave your home clean throughout (including the kitchen, bathrooms, yard and garage).

During the move-out assessment, Fort Drum Mountain Community Homes property management will:

- Compare your move-in inspection sheet to the current condition of the home to evaluate normal wear and tear versus resident damage.
- Provide a list of damage or cleaning charges and, if applicable (for excess damage) an additional damage assessment and repair estimate may be necessary.
- Collect all outstanding debt including damage and cleaning charges (for Service Members separating from the military, rent for that month must be collected.) No cash payments will be accepted.

During the move-out assessment, the resident will:

- Ensure that all persons and personal property are removed from Fort Drum Mountain Community Homes property
- Provide an accurate forwarding address
- Return keys, garage door openers, mailbox keys (if applicable) and other access items.
- For a list of common damage charges, please [www.fortdrummch.com](http://www.fortdrummch.com)
- Prices are subject to change without notice

If a Service Member leaves without paying the full amount due at move-out, collection procedures will start immediately. Collection activities include, but are not limited to, reporting the bad debt to collection agencies, all credit bureaus, and to the Service Member's command.

### 11.1.3 Cleaning Requirements

Fort Drum Mountain Community Homes property management has established cleaning and lawn maintenance move-out guidelines for:

- Floors
- Walls, Ceilings & Doors
- Window Coverings
- Kitchen & Laundry Room
- Appliances
- Bathrooms
- Garage, Patio, Balcony & Basement
- Refuse & Recycling Containers
- Home Exterior & Yard

Fort Drum Mountain Community Homes will provide residents with a move-out brochure at time of notice that will provide a detailed description of the required cleaning in each category. A copy of the move-out brochure is also available online at [www.fortdrummch.com](http://www.fortdrummch.com).

### 11.1.4 Normal Wear and Tear

Residents are responsible for damage to their home or to equipment and furnishings caused by the abuse or negligence of family members and guests. Normal wear and tear is the amount of deterioration which occurs in the normal use of homes; as such it is anticipated and acceptable. Homes should be used as intended, avoiding any negligence, carelessness, accident or abuse of the premises by the occupant, members of the household, their pets or guests. For example, small nail holes are expected, large holes are not. For a list of common damage costs, including damage caused by pets, please visit the Departing Residents section of our website. Residents will be required to pay for damages and cleaning costs prior to clearing housing.

# CARE OF YOUR HOME

## 12.1 Overview

Care of your home should be an on-going effort throughout your residency. For additional tips on maintaining your home, visit the Fort Drum Mountain Community Homes website.

### 12.1.1 Bathrooms

Ceramic tile and fixtures should be cleaned with a mild detergent. Use a commercial cleaner to prevent calcium deposit buildup in toilets. Avoid flushing items such as paper towels, feminine products, or disposable diapers. If plumbing stop-ups occur, first try using a plunger. If this fails to clear the system, then call our maintenance office at 315-955-6650.

### 12.1.2 Carpets

Vacuum frequently, at least weekly. Clean-up spills immediately, before they become stains. We recommend residents steam-clean or shampoo carpets at least every 6 months, or more often if they have pets. The use of cleaning or spot remover products containing bleaching agents is not authorized. Residents can be held accountable for stains or damages caused by pets, burns, etc.

### 12.1.3 Floors

When cleaning the floors in your home, pay special attention to corners and along baseboards for dirt and wax buildup. As you clean, keep in mind that excessive water can cause damage to any floor, especially wood. Vinyl tile and sheet vinyl floors may be waxed. Remove old wax occasionally to prevent wax buildup. Use only quality products to wax or remove old wax. Hardwood floors should be dusted frequently and only occasionally wiped down with a damp, not wet, mop. Do not wax hardwood floors.

### 12.1.4 Kitchens

Do not use gritty or harsh detergents when cleaning kitchen appliances and fixtures. Ovens, broiler units, top

burners, and filters in overhead hood units should be cleaned regularly. The exterior of the range and the oven door gasket should be cleaned frequently. Refrigerators should be cleaned regularly. Avoid use of sharp instruments to remove ice when defrosting. Do not place hot utensils on countertops. Do not cut items directly on top of countertops; use a cutting board when chopping, slicing, or cutting. Use only regular, nonstick shelf paper in drawers and cupboards. Do not paste decals on kitchen cabinets or drive nails or hooks into cabinets.

### 12.1.5 Walls

Use mild soap and warm water to keep walls clean. Do not apply adhesive-backed materials, wallpaper, or decals to walls, as these cause damage when removed. Use only small nails or picture hangers to hang items on walls. Make sure there are doorstops on all doors to prevent damage to walls. It is the resident's responsibility to remove spider webs on a monthly basis.

### 12.1.6 Garbage Disposals

Keep the cover in the stopper position when not in use. This will prevent foreign material from accidentally dropping into the disposal unit. Be sure to have **COLD** water turned on. It is important to maintain a sufficient flow of water to flush shredded waste through the drains, even after the disposal unit has been turned off. **DO NOT** put bones, bottle caps, glass, foil, rags, cigarettes, string, paper, anything fibrous (i.e., celery, artichokes, corn husks), or grease (which will build-up and cause clogging) down garbage disposal.

### Troubleshooting

1. Press the reset button under the garbage disposal unit (located under the sink) and turn on the switch.
2. If the disposal still does not operate, in order to repair the unit, please call the Fort Drum Mountain Community Homes Maintenance Office at 315-955-6650.

# Enclosure 1

## Mold & Mildew Disclosure

### Information and Steps for Prevention

It is our goal to maintain a quality living environment for residents. To help achieve this, it is important that residents and Fort Drum Mountain Community Homes work together to minimize mold growth in their homes. The following important information outlines resident responsibilities and Fort Drum Mountain Community Homes responsibilities.

#### 1. About Mold

Mold is found virtually everywhere in our environment – indoors and outdoors and in new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores. All of us have lived with mold spores all our lives. Without molds we would be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a home, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold that could lead to adverse health effects. Nonetheless, appropriate precautions need to be taken.

#### 2. Prevent Mold

In order to minimize the potential for mold growth in your home, you must do the following:

- Keep your home clean, especially in kitchen and bathroom(s) and including carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces are important to remove the household dirt and debris that harbors mold spores or food for the mold spores. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, ceilings, floors, showers and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines; especially if the leak is large enough for water to infiltrate nearby walls.
- Turn on any exhaust fans in the bathroom and kitchen before you start showering or cooking with open pots. When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors.
- Wipe moisture off of shower walls, shower doors, bathtub and bathroom floor
- Leave bathroom door open and the exhaust fan on until all moisture on mirrors, bathroom walls and tile surfaces has dissipated
- Hang up towels and bath mats so they will completely dry
- Keep your porch and patio clean and free of mold growth by using a mold, mildew or algae cleaner and water solution. Excessive mold on porches and patios can be carried into homes by a person's shoes or by pets. Keeping your porch, patio and sidewalks clean is essential to preventing mold growth. Mold, mildew or algae cleaners are available at most local hardware and home improvement stores.
- Promptly notify your Fort Drum Mountain Community Homes community center about any air conditioning system problems you discover. Periodically check your hot water heater for leaks. Follow Fort Drum Mountain Community Homes rules regarding replacement of air filters. Also, it is recommended you periodically open windows and doors when the outdoor weather is dry (i.e. humidity is below 50 percent) to help humid areas of your home dry.



- Promptly notify your community center or maintenance about any signs of water leaks, water infiltration or mold. Staff will respond in accordance with New York state law and the Resident Lease Agreement to repair or remedy the situation, as necessary.
- When operating air conditioning systems, keep all doors and windows closed.

### 3. Avoid Mold Growth

If small areas of mold appear on non-porous surfaces (ceramic tile, formica, vinyl flooring, metal, wood, plastic) the Environmental Protection Agency (EPA) recommends that you first clean the areas with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray on type of household biocide such as Lysol Disinfectant, Pine-Sol Disinfectant (original pine-scented), Tilex Mildew Remover or Clorox Clean-up (Note: Only a few of the common household cleaners will actually kill mold). Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instructions on the container.

Applying biocides without first cleaning the filth and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area five or six times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye.

A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove nonvisible mold from porous items such as fibers in sofas, chairs, drapes and carpets provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

### 4. Biocides

Do not clean or apply biocides to visible mold on porous surfaces such as sheetrock walls or ceilings, or large areas of visible mold on non-porous surfaces. Instead, notify the Fort Drum Mountain Community Homes maintenance department at 315-955-6650 and the staff will take appropriate action.

### 5. Compliance

Complying with this information will help prevent mold growth in your home, and together residents and Fort Drum Mountain Community Homes will be able to respond appropriately if problems develop that could lead to mold growth. If you have questions regarding this information, please contact your community representative.

# Enclosure 2

## Lead Based Paint Disclosure

### **Lead Based Paint**

In compliance with Federal law, if requested, Fort Drum Mountain Community Homes provides any residents who may be assigned a home built before 1978 (the last year in which the use of lead based paint in homes was legal) a copy of the current EPA pamphlet "Protect Your Family from Lead in Your Home" (EPA747-K-99-001).


On 7 January 2000, the Department of Defense signed a policy to manage lead based paint in a manner protective of human health and the environment and to comply with all applicable Federal, State or local laws regulating lead based paint and their hazards.

**ALL HOMES CONSTRUCTED AFTER 1978  
ARE FREE OF LEAD BASED PAINTS.**

For more information about lead based paint, please visit our website at [www.fortdrummch.com](http://www.fortdrummch.com).

Notes:

[illegible]



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January 2017 - Present